



STEVEN M. FULOP
MAYOR OF JERSEY CITY

CITY OF JERSEY CITY DEPARTMENT OF HUMAN RESOURCES

CITY HALL | 280 GROVE STREET | JERSEY CITY, NJ 07302
P: 201 547 5217 | F: 201 547 5022



JOANNE ROSA
DIRECTOR

Job Opening: Social Service Technician

Department: Health and Human Services

Division: Immigrant Affairs

Exempt/Non-Exempt: Non-Exempt

Union/Management: Union

Full-Time/Part-Time/Seasonal: Full-Time

Workweek: 37.5 hours, as needed.

Salary: \$40,000. Competitive Jersey City retirement and health benefits package available, including pension, dental, medical, prescription, FSA (flexible spending account), life insurance, and more.

The City of Jersey City is seeking to hire a Social Service Technician to support the Division of Immigrants Affairs. Under the supervision of the Division Director and/or other supervisors, the Social service Technician will perform paraprofessional work involving the operation of a service program, which requires specialized skills and program knowledge. This position will be responsible for gathering the required social information about the client, assessing the case, and implementing a preventive, rehabilitative, and/or supportive treatment program.

Job Duties:

- Completes immigration legal services trainings; works with Division leadership to achieve and maintain accreditation from the U.S. Department of Justice as an immigration legal services provider.
- Assists immigrants with all aspects of the citizenship process, including assessments, guidance, organization of documents and information, specialist referrals, and other tasks.
- Assists immigrants with navigating immigration and public benefits systems, including sharing instructions, communication requirements, demonstrating resources, managing referrals, and providing detailed guidance in person, in writing, and via telephone.
- Maintains detailed case notes and correspondences in accordance with given protocols.
- Represents the Division and Department, and accurately communicates its services and mission at community events and public meetings.
- Develops and writes multi-lingual public-facing messages and media.
- Performs other duties as assigned.

**Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.*

Required Educational Background: High School Diploma or GED.

The City of Jersey City is an Affirmative Action/Equal Employment Opportunity Employer and complies with all applicable federal and state laws, rules and regulations relating to anti-discrimination and anti-harassment.



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Required Experience: Minimum two (2) years of experience in social service, health, or community agency involving gathering social information from clients, identifying their needs, and providing referrals for needed services or, planning and carrying out treatment plans for clients.

Required License(s): Must possess a valid New Jersey Driver's License and a dependable, insured personal motor vehicle.

Essential Skills:

- Eagerness to attain and maintain an excellent understanding of the requirements and processes for citizenship and other immigration benefits.
- Strong bilingual communication skills (Spanish/English), both verbal and in writing.
- Ability to work independently with minimal supervision.
- Detail-oriented with strong recordkeeping and organizational skills.
- Dynamic task management skills to prioritize deadlines and program goals.
- Excellent interpersonal skills with the ability to work collaboratively and foster positive and professional relationships with co-workers, supervisors, constituents, and partner agencies.
- Proficient in computer applications such as Microsoft Office including Excel, Word, and Outlook.
- Ability to quickly learn new rules and requirements for immigration and public benefits programs.
- Willingness to travel throughout all neighborhoods of Jersey City and desire to work in the field.

Preferred Education/Skills/Qualifications: Knowledge of Jersey City neighborhoods and local government and/or community resources; multi-cultural competencies; some multi-media/design experience.

How to Apply:

Interested City employees should complete an online [employment application](#) by visiting the City's website. While we sincerely appreciate all applications, only those candidates selected for an interview will be contacted. To be considered for this position, you **MUST** select "YES" when it asks you "Do you currently work for the City of Jersey City?"

Application Deadline: January 18, 2021.

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